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WORK at LIGHTSPEED

Facilities: Optimizing Space Utilization

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Speaker Introduction



Name: Brian Jurasic

Title: Sr. Solution Consultant

Function: Sales

Company: ServiceNow

Experience: 15+ years in IT Solution Consulting across infrastructure and Software as a Service models

Expertise: ITSM, Facilities/DCIM, Capacity Management, IT Operations Management

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Speaker Introduction



Name: Clay D. Major

Title: Sr. Solution Consultant

Function: Sales

Company: ServiceNow

Experience: 20+ years in IT Solution Consulting across Infrastructure- and Software-as-a-Service models

Expertise: ITSM, Facilities & HR Service Management, IT Operations Management (ITOM)

Achievements: I survived Knowledge 16

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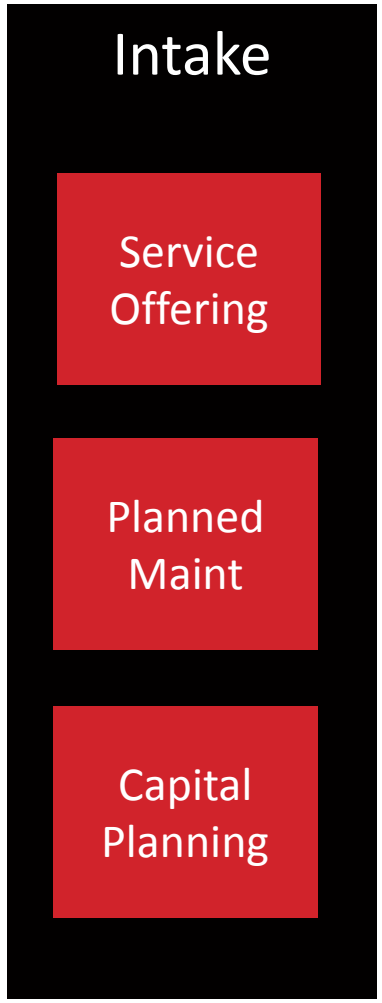
Agenda

- Facilities Overview
- Lab Outline and Objectives
- Discuss Move Management
- Complete Labs
- Wrap Up
- Take Survey



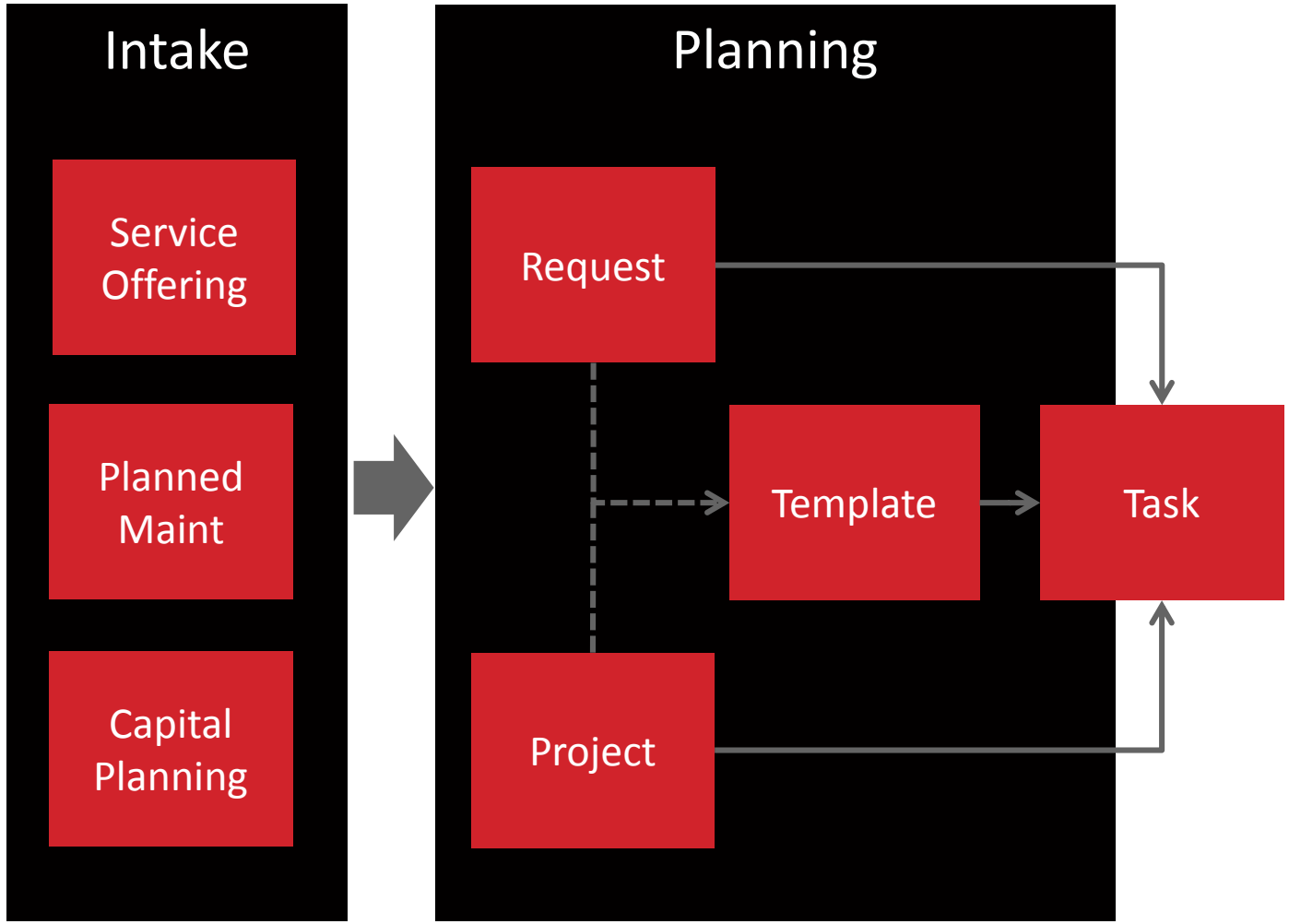
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Facilities Conceptual Model



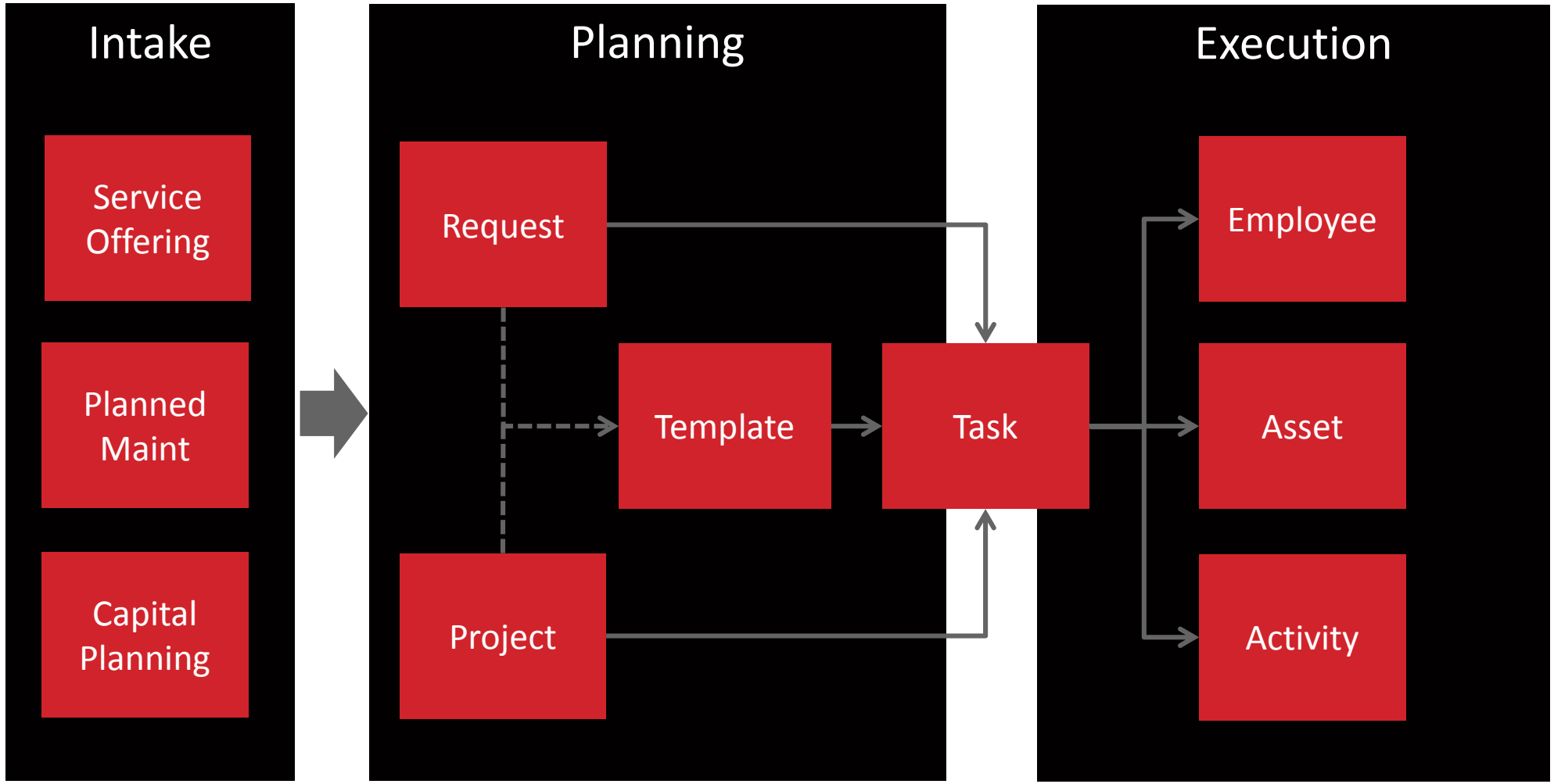
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Facilities Conceptual Model



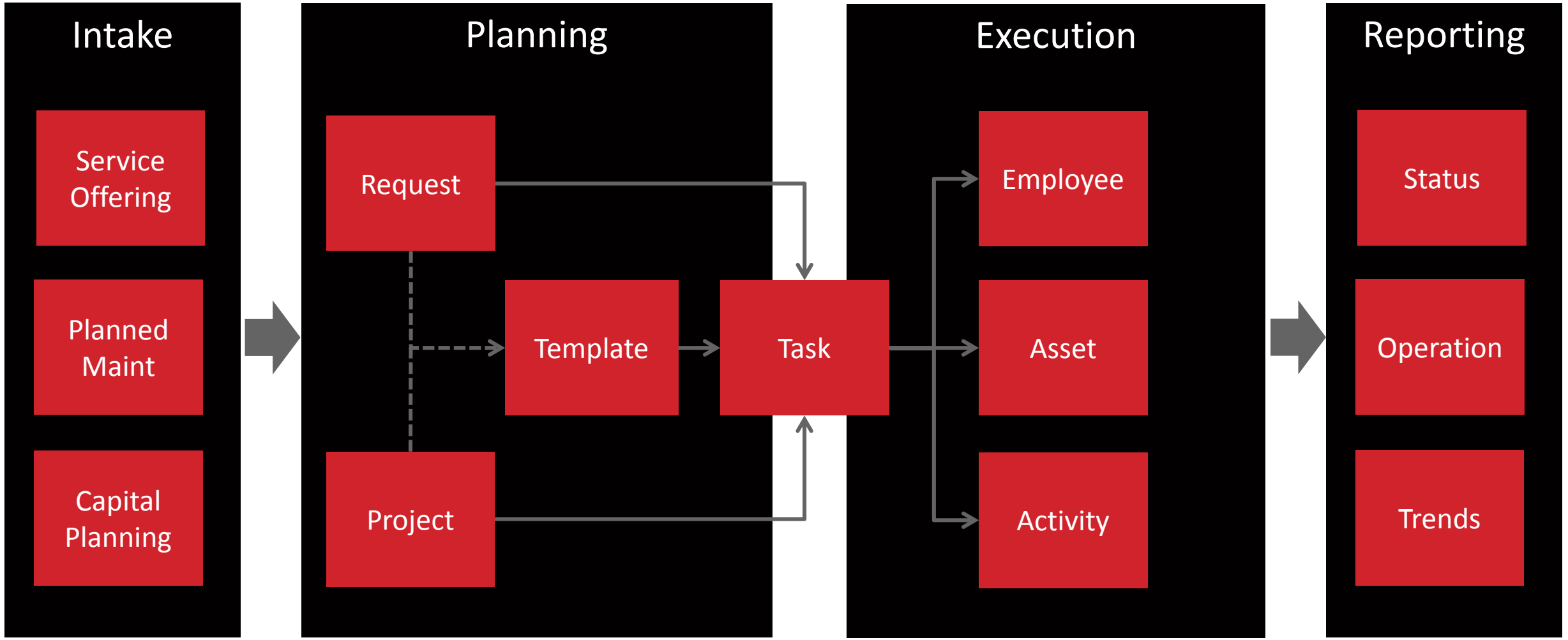
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Facilities Conceptual Model



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Facilities Conceptual Model



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Lab Guide Overview – Section 1: Space Management

- Lab 1.1: Use the Facilities Workbench
  - Becoming familiar with the workbench, occupancy details of your space, and workbench filters
- Lab 1.2: View Requests and Use Filters
  - Space Management, and how to view requests per floor, building or zone
- Lab 1.3: Use labels and Icons
  - Using labels and icons to view needed information
- Lab 1.4: Using the Application Menu
  - Processing maps into your ServiceNow Instance
- Lab 1.5: Create a Zone and Use Filters
  - Create a new zone and view the map using filters

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Lab Guide Overview – Sections 2 - 4: Move Management, Automation and Reporting

- Lab 2.1: Request an Employee Move
  - Managing employee moves with the Facilities Workbench
- Lab 2.2: Select Location to Move Employee
  - Using the Workbench to identify and select locations
- Lab 2.3: Perform an Enterprise Move
  - Using the Enterprise Move Tool to perform a multi-person move
- Lab 3.1: Create a Facilities Request Template
  - Automatically generate assigned tasks and plan work
- Lab 3.2: Automate a Facilities Request
  - How to automate a Facilities Request
- Lab 4.1: Dashboards and Reports

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Top Takeaways

1. Assign spaces and use catalog to automate moves.
2. Utilize templates to automate assignments and work tasks.
3. Utilize facility assets for common maintenance tasks and tracking.

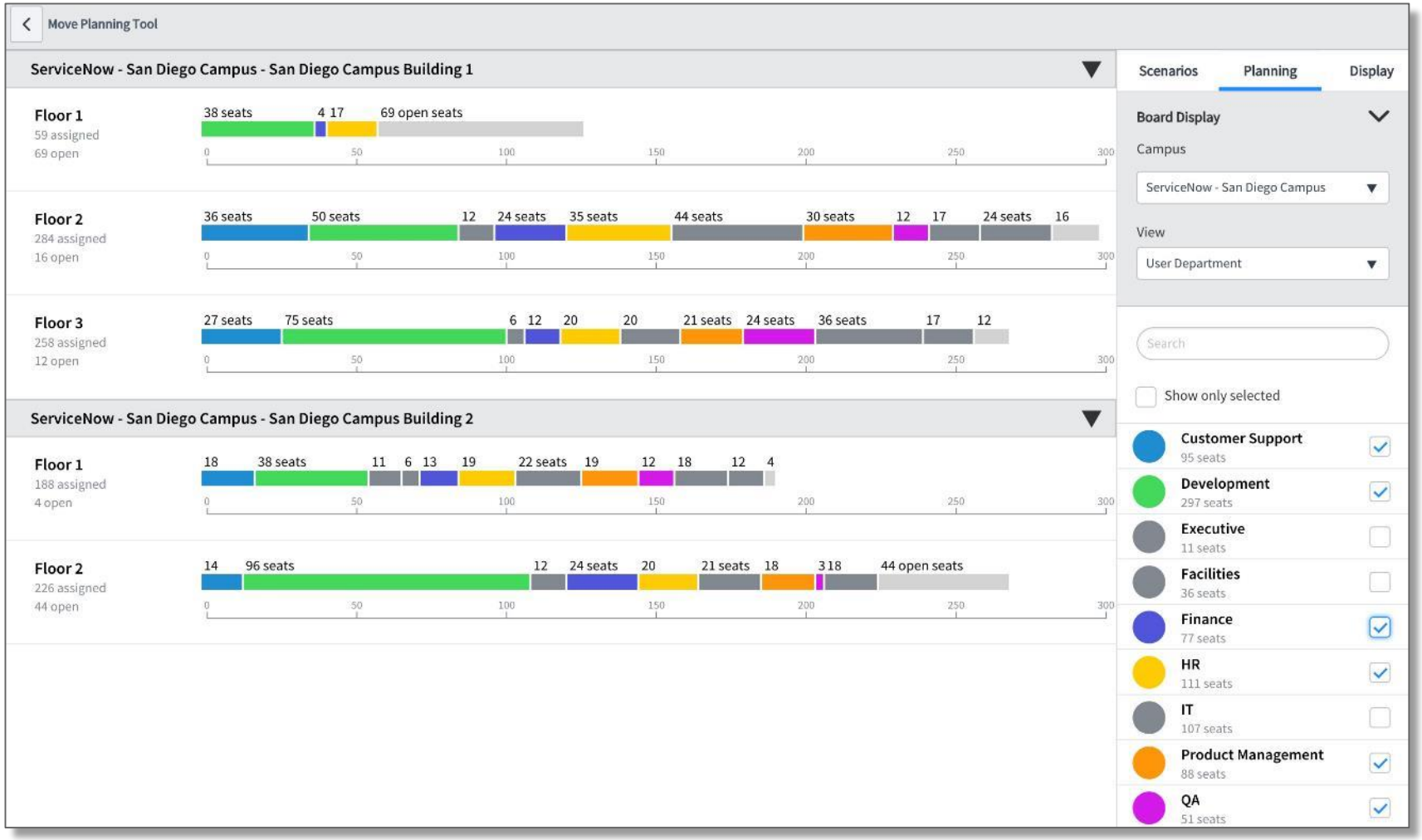
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Enterprise Move Management

- Allow facility teams to plan and manage large moves
- Functionality:
  - View current state of occupancy
  - Move people and teams around
  - Ability to create multiple move scenarios
  - Ability to delegate seat assignments to folks closer to the team
  - Assign seats on the floor plan
  - Entire service management workflow to execute and track move

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The Enterprise Move



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Top Takeaways

1. Use the Enterprise Move tool to plan and manage company-wide employee moves.
2. Assign spaces and use catalog to automate moves.
3. Utilize templates to automate assignments and work tasks.
4. Utilize facility assets for common maintenance tasks and tracking.

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